

FREQUENTLY ASKED QUESTIONS

Question #1: How do I sign up?

- A. Complete all of the requested information on this form.
- B. Contact your financial institution if you are not sure of the ABA routing number or your account number.
- C. The account must be a personal account (not a business account).
- D. Return the completed Authorization Form to the parish, along with your Phase II Contribution Form.

Question #2: How will I know the payment has been received?

Your financial institution will show your auto-draft transaction on your monthly statement.

Question #3: Will it cost me anything?

- A. No, the Parish will absorb all costs of this program.
- B. This cost is actually less than the cost of processing a check.

Question #4: Can I make changes after I sign up?

- A. Yes, simply complete a new authorization form and indicate that you are modifying or rescinding an existing authorization.
- B. All changes must be in writing.

Question #5: Is electronic giving secure?

- A. Yes. This program will be processed through KeyBank, which handles the parish's banking needs.
- B. Direct deposit transactions are safe and widely used to process recurring payments.

Question #6: What if I have more questions?

Please contact Joyce Wager at 440-871-1100, ext. 146.

Question #7: Can I call in my information?

No. Set up information and changes must be made in writing.